

FIG. 1
(PRIOR ART)

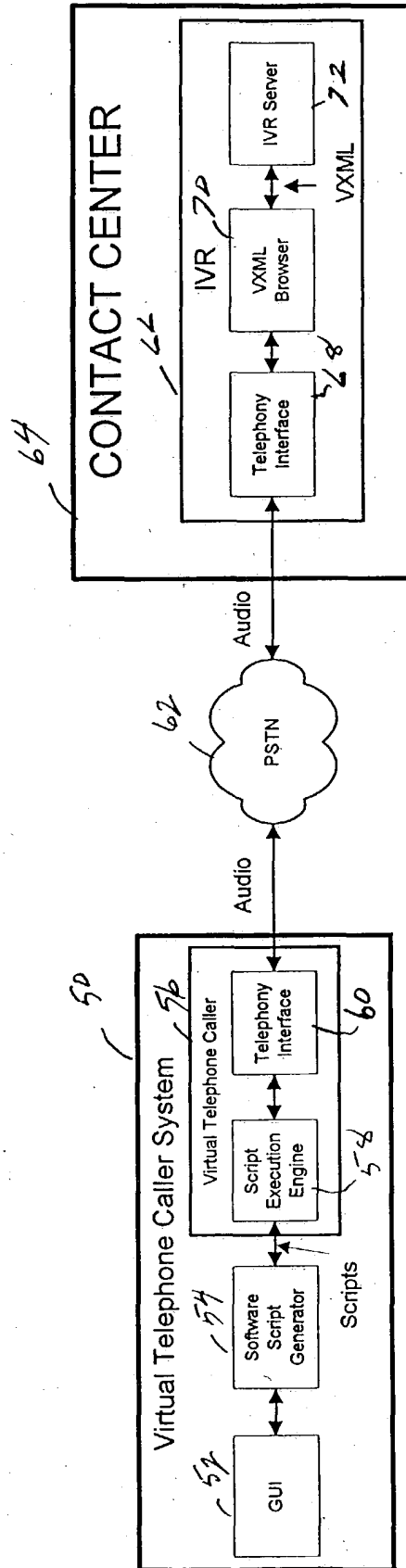


FIG. 2

(PRIOR ART)

3/16

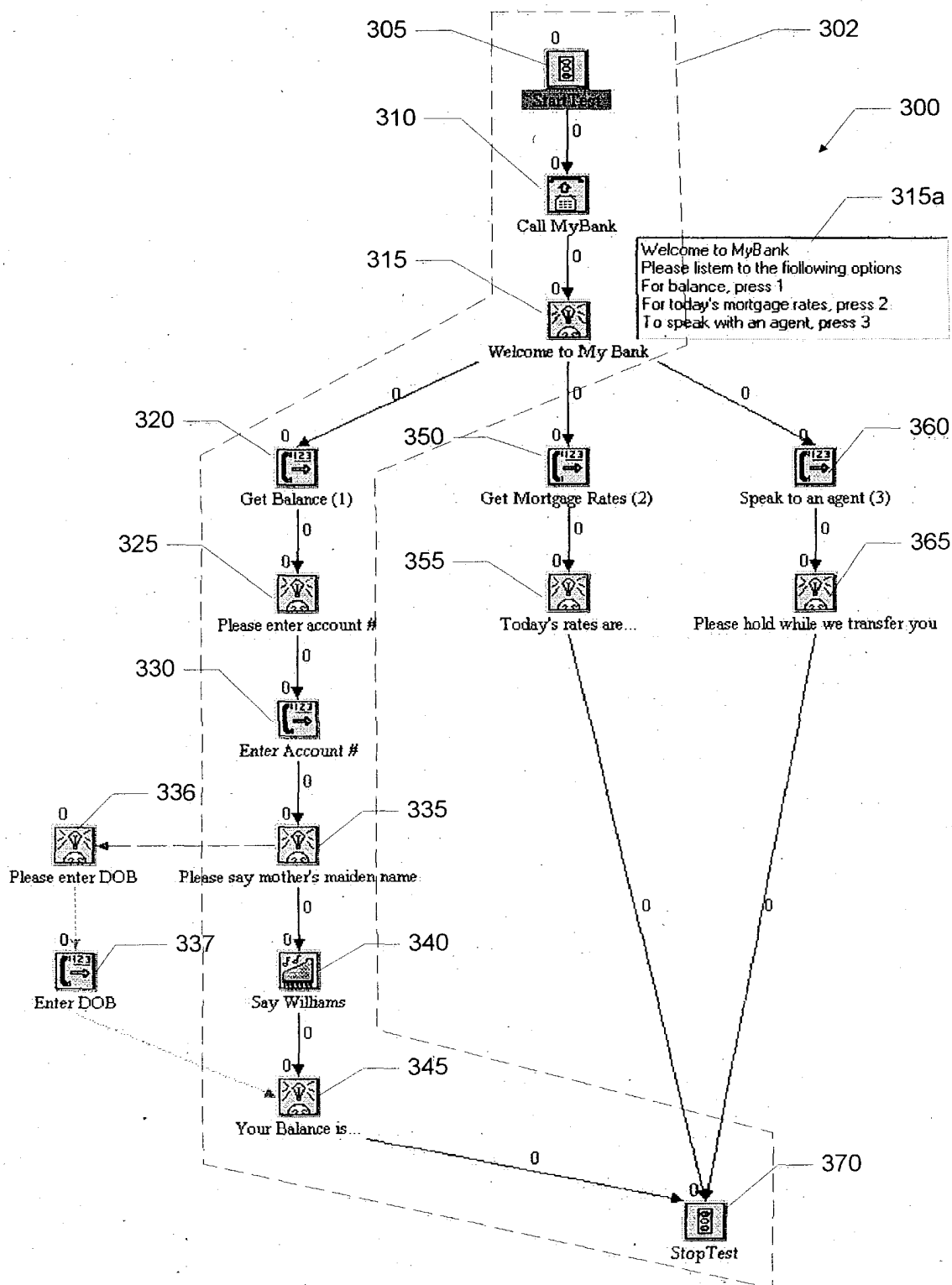


Figure 3
(Prior Art)

4/16

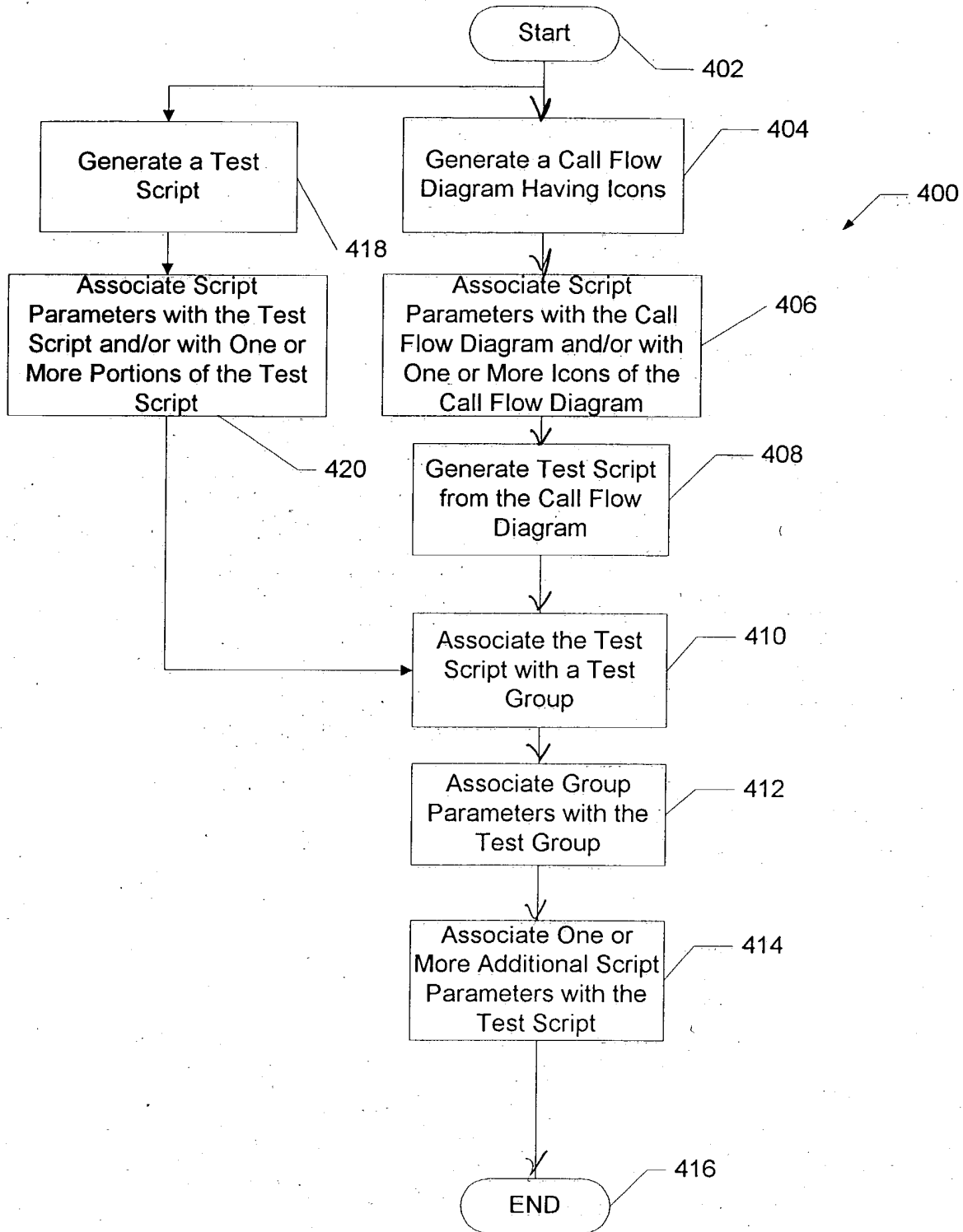


FIGURE 4

5/16

The screenshot shows a software window titled "Edit Icon Properties" with a tabbed interface. The "Speech Recognition" tab is selected. The window contains several configuration options for speech recognition. At the top, there are tabs for "General", "Template", "Advanced", "Configuration", "Data Logging", "Speech Recognition", and "Runtime". The "Speech Recognition" tab contains the following controls:

- Enable Logging:** A checkbox that is checked, with a dropdown menu showing "YES".
- Custom Label:** A text field containing "Time to recognize speech...".
- Warn Thresh:** A text field containing "700".
- Error Thresh:** A text field containing "1000".
- Output Response Score:** A checkbox that is checked, with a dropdown menu showing "YES".
- Output Response Time:** A checkbox that is checked, with a dropdown menu showing "YES".
- Output Response Length:** A checkbox that is checked, with a dropdown menu showing "YES".
- Output Response:** A checkbox that is checked, with a dropdown menu showing "YES".

At the bottom of the window, there are buttons for "Reset", "OK", "Apply", "Cancel", and "Help".

450 ✓

FIG. 5

6/16

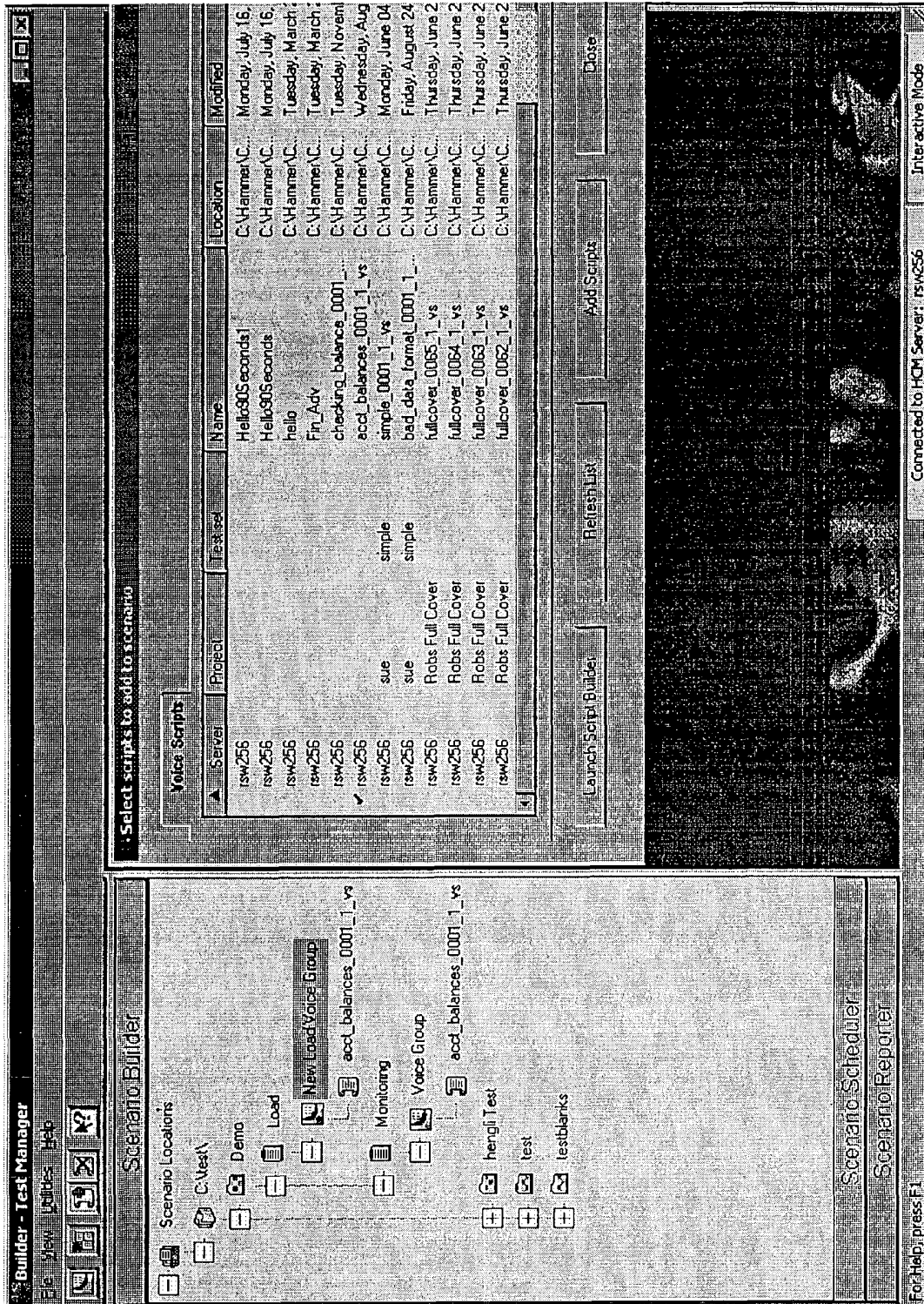


FIG. 6

7/16

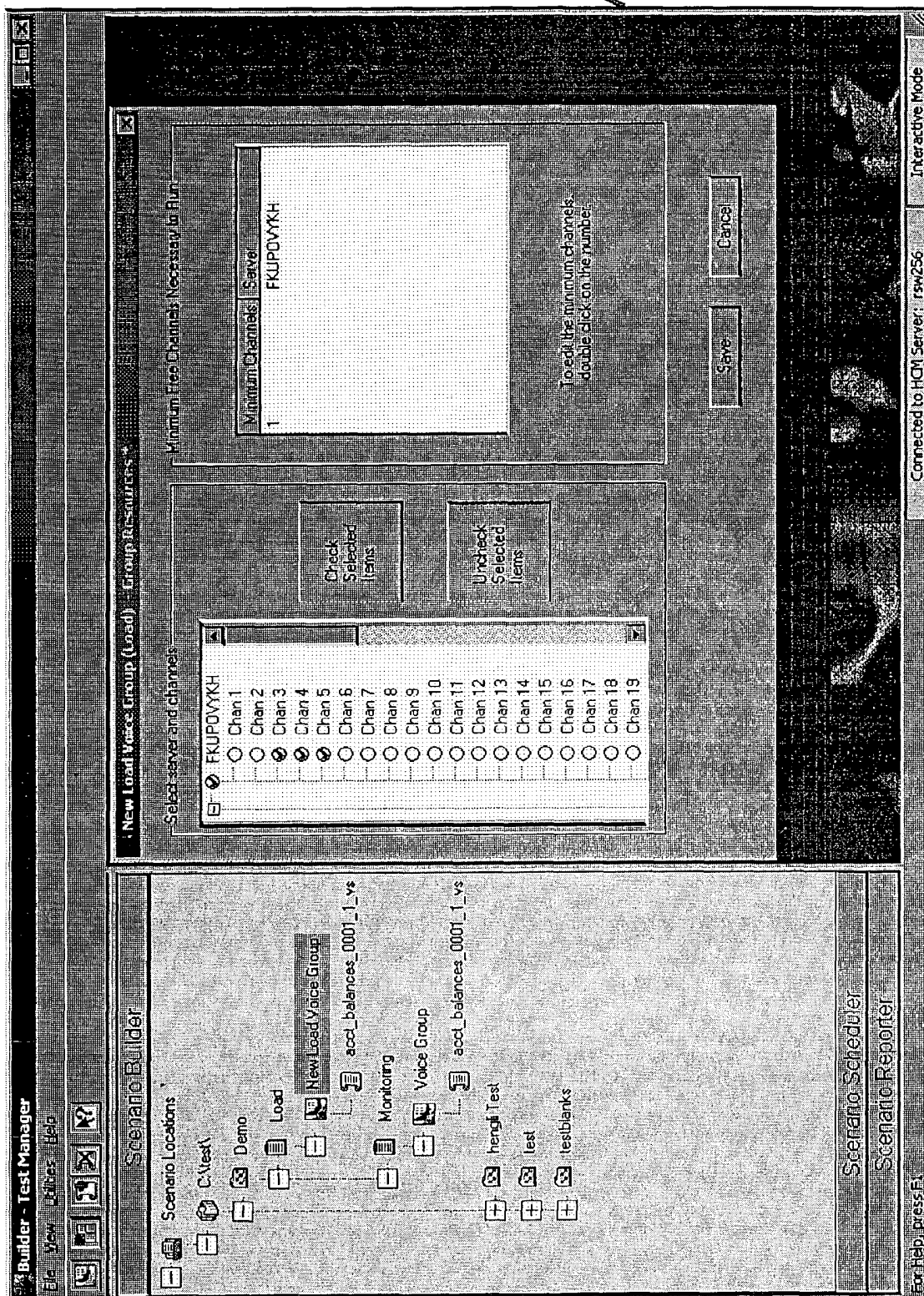


FIG. 7

8/16

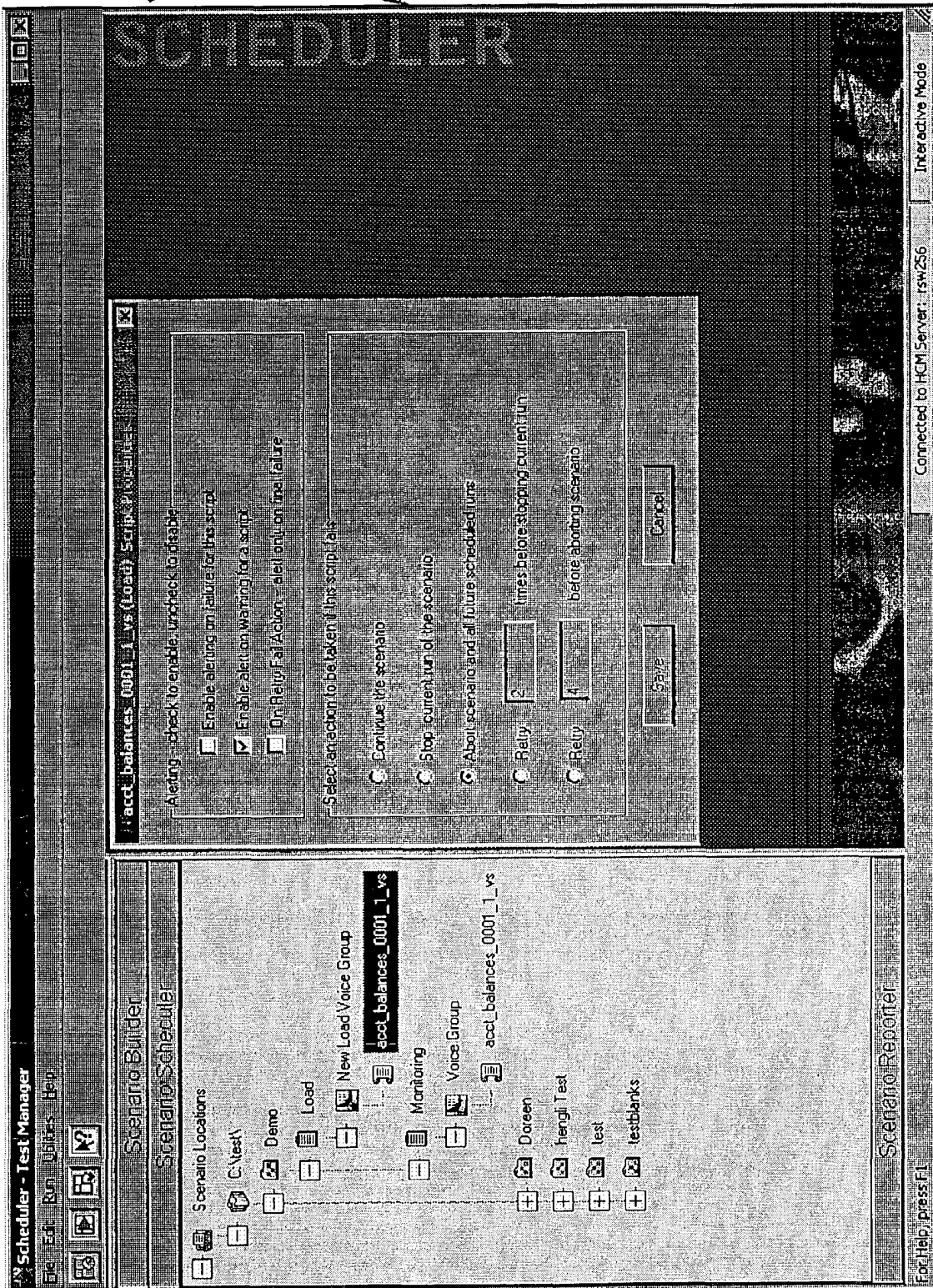


FIG. 8

9/16

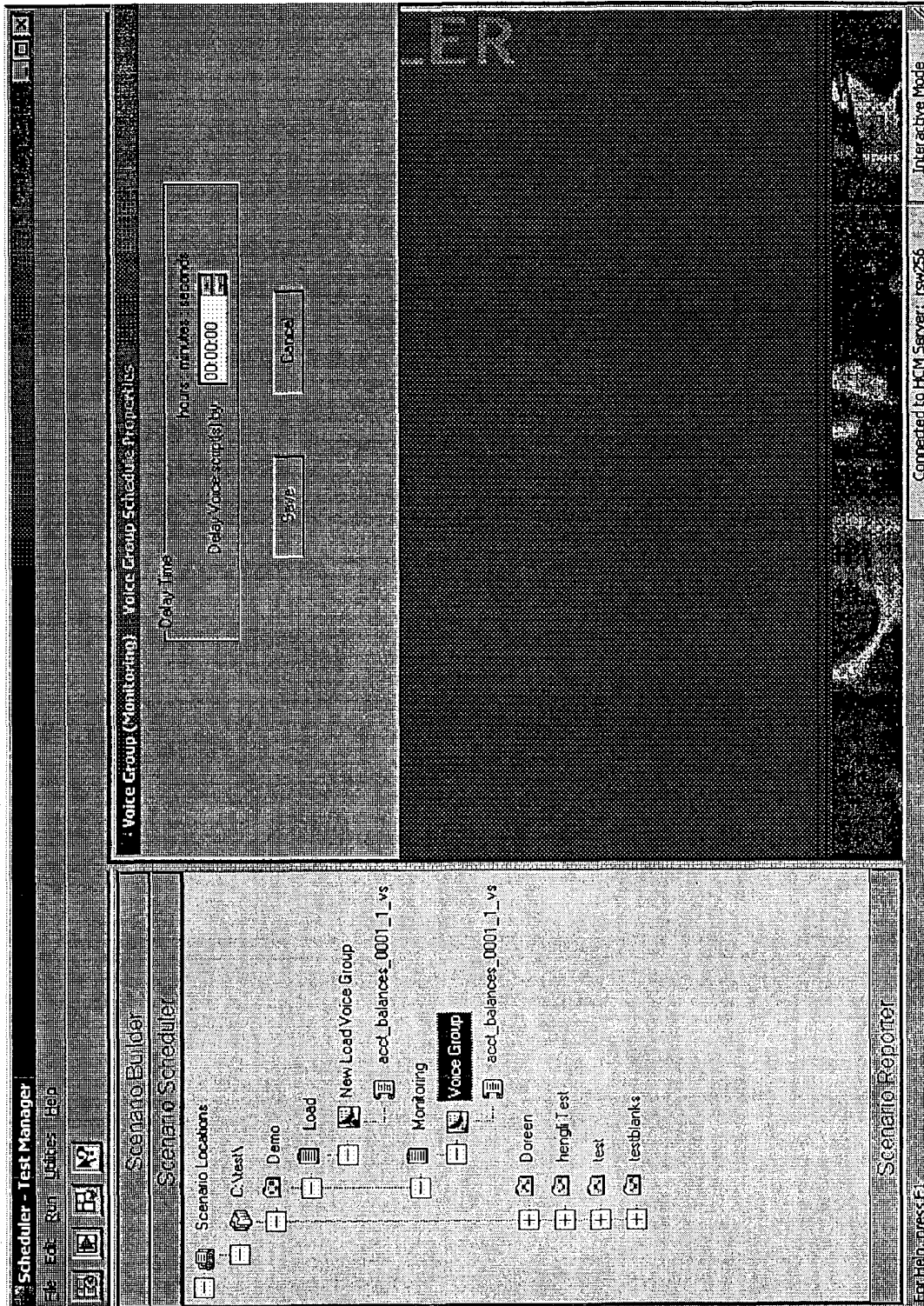


FIG. 9

562

10/16

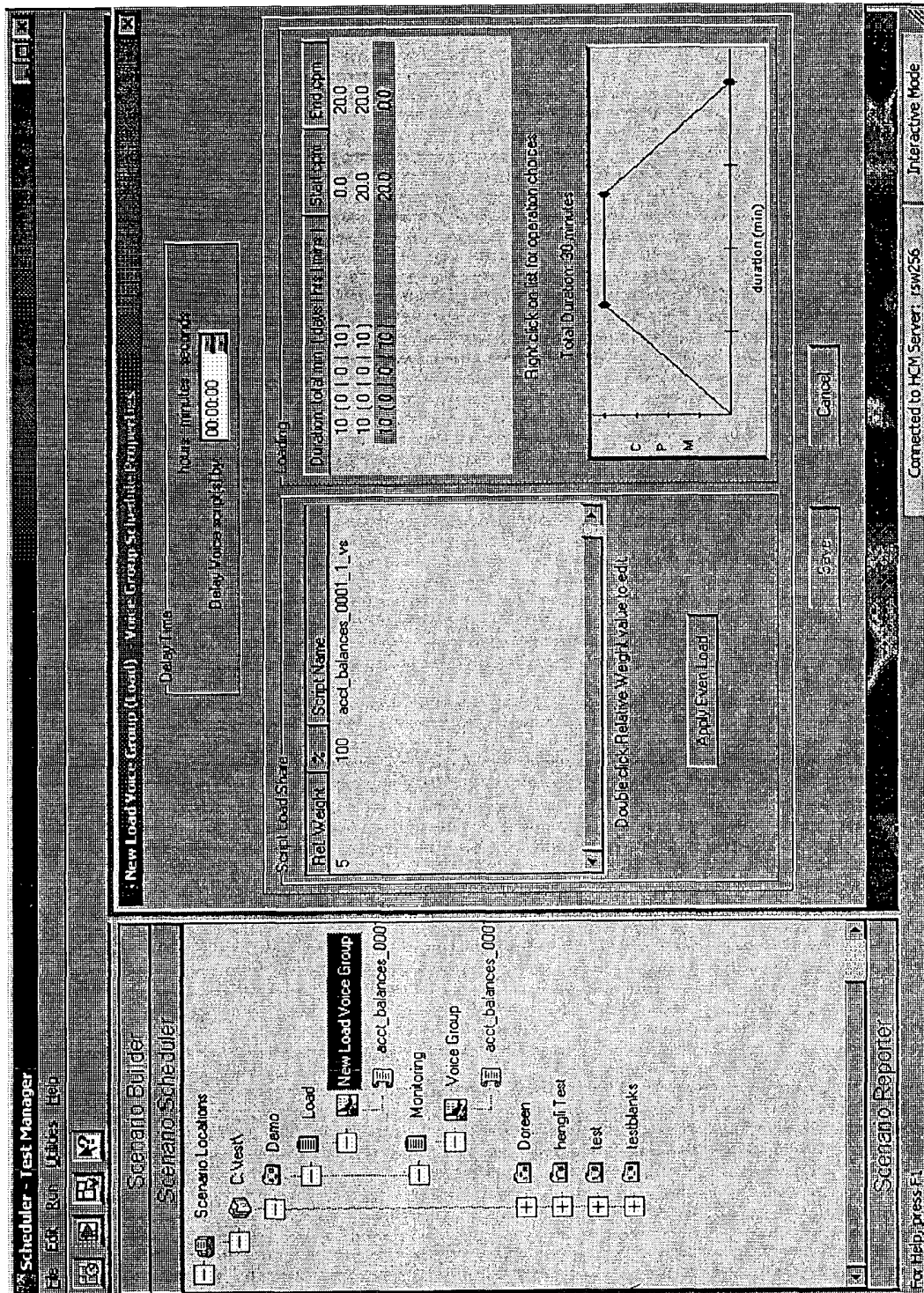


FIG. 10

11/16

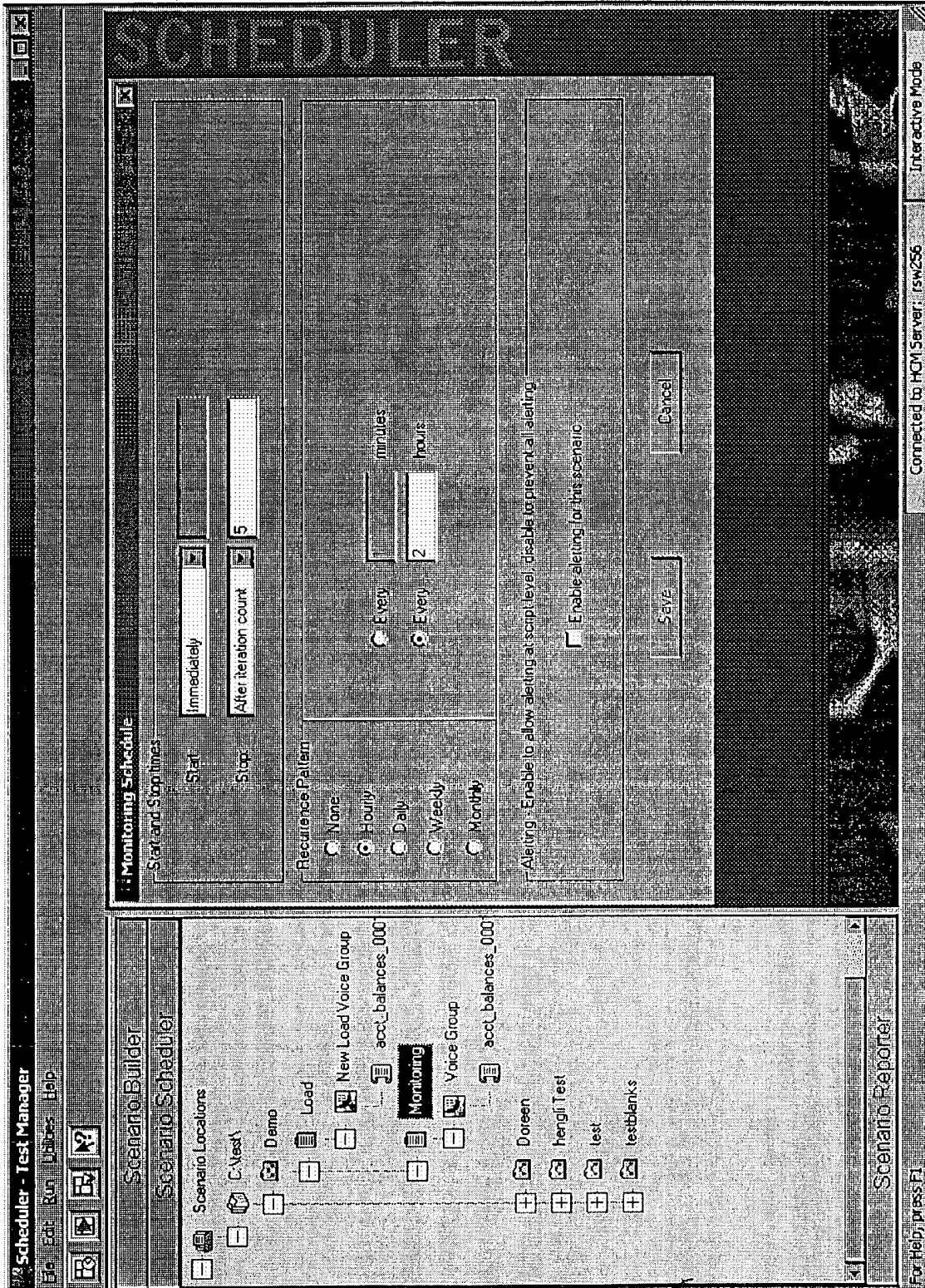


FIG. 11

12/16

Monitoring Schedule *

Start and Stop times

Start: Immediately

Stop: None

Recurrence Pattern

☐ None

☒ Hourly

☐ Daily

☐ Weekly

☐ Monthly

Every 1 minutes

Every 1 hours

Alerting: Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

Save Cancel

62D A FIG. 12

Monitoring Schedule *

Start and Stop times

Start:

Stop:

Recurrence Pattern

☐ None ☐ Hourly ☒ Daily ☐ Weekly ☐ Monthly

☐ Every day(s) ☐ Every weekday

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

640 A

FIG. 13

14/16

Monitoring Schedule *

Start and Stop Times

Start:

Stop:

Recurrence Pattern

☐ None ☐ Hourly ☐ Daily ☒ Weekly ☐ Monthly

Recur every week(s) on:

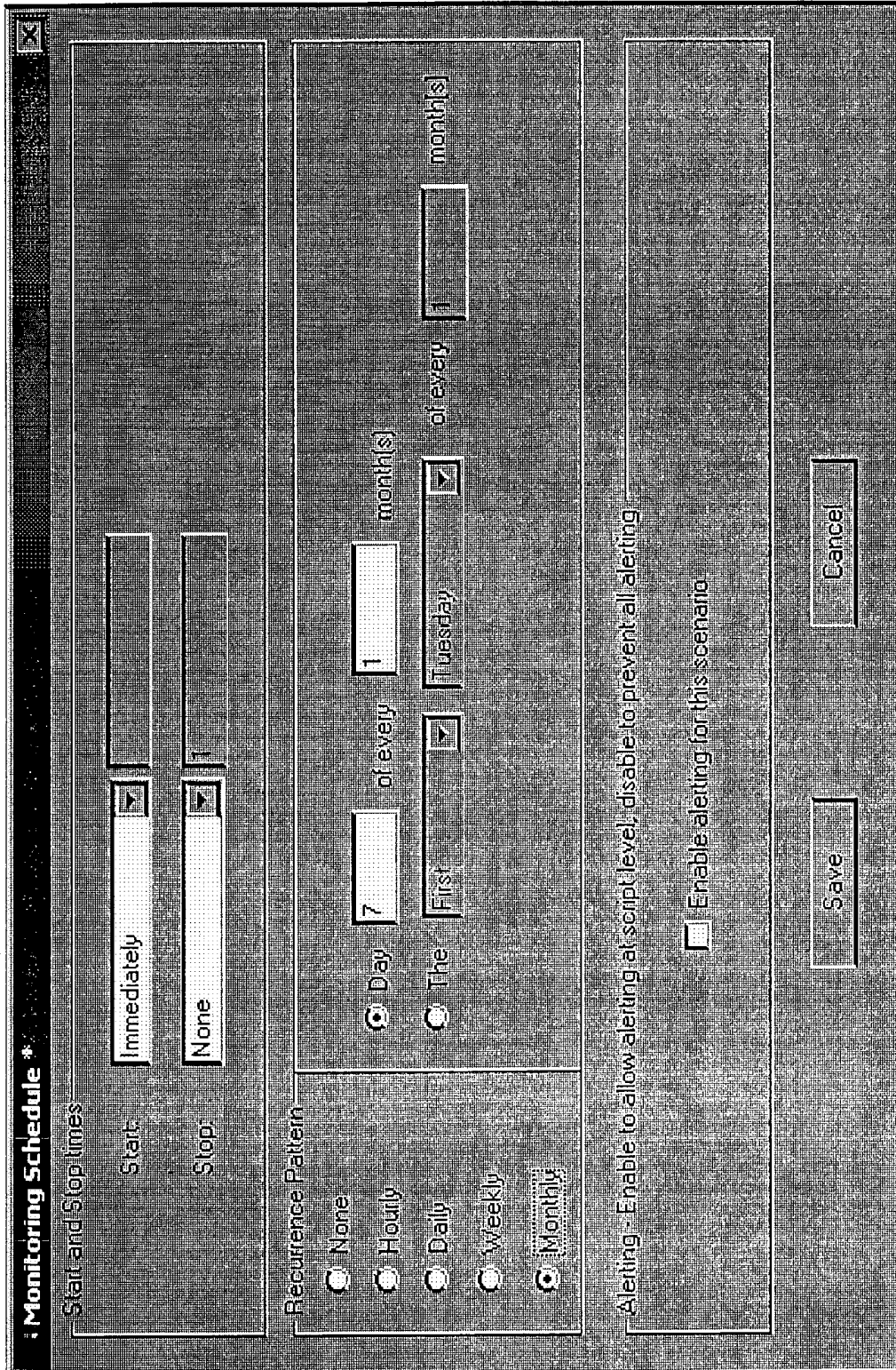
☐ Sunday ☐ Monday ☒ Tuesday ☐ Wednesday
☐ Thursday ☐ Friday ☐ Saturday

Alerting - Enable to allow alerting at script level, disable to prevent all alerting

☐ Enable alerting for this scenario

660 → FIG. 14

15/16



The image shows a 'Monitoring Schedule' dialog box with a title bar containing a close button. The dialog is divided into several sections. The 'Start and Stop times' section has 'Start' and 'Stop' labels, each followed by a dropdown menu; 'Start' is set to 'Immediately' and 'Stop' is set to 'None'. The 'Recurrence Pattern' section contains five radio buttons: 'None', 'Hourly', 'Daily', 'Weekly', and 'Monthly', with 'Monthly' selected. To the right of these are two groups of controls: one for 'Day' (a dropdown set to '7' and a text box set to '1' with the label 'month(s)') and one for 'The' (a dropdown set to 'First', a text box set to 'Tuesday', and a text box set to '1' with the label 'month(s)'). Below these is a checkbox labeled 'Alerting - Enable to allow alerting at script level; disable to prevent all alerting', which is currently unchecked. At the bottom right are 'Save' and 'Cancel' buttons.

Monitoring Schedule *

Start and Stop times

Start: Immediately

Stop: None

Recurrence Pattern

☐ None

☐ Hourly

☐ Daily

☐ Weekly

☒ Monthly

☒ Day 7 of every 1 month(s)

☐ The First Tuesday of every 1 month(s)

☐ Alerting - Enable to allow alerting at script level; disable to prevent all alerting

☐ Enable alerting for this scenario

Save Cancel

FIG. 15

68p 77

ONE SCRIPT TEST SCRIPT SYSTEM AND METHOD
FOR TESTING A CONTACT CENTER VOICE APPLICATION

Albert Seeley, et al.

MIT-058AUS

16/16

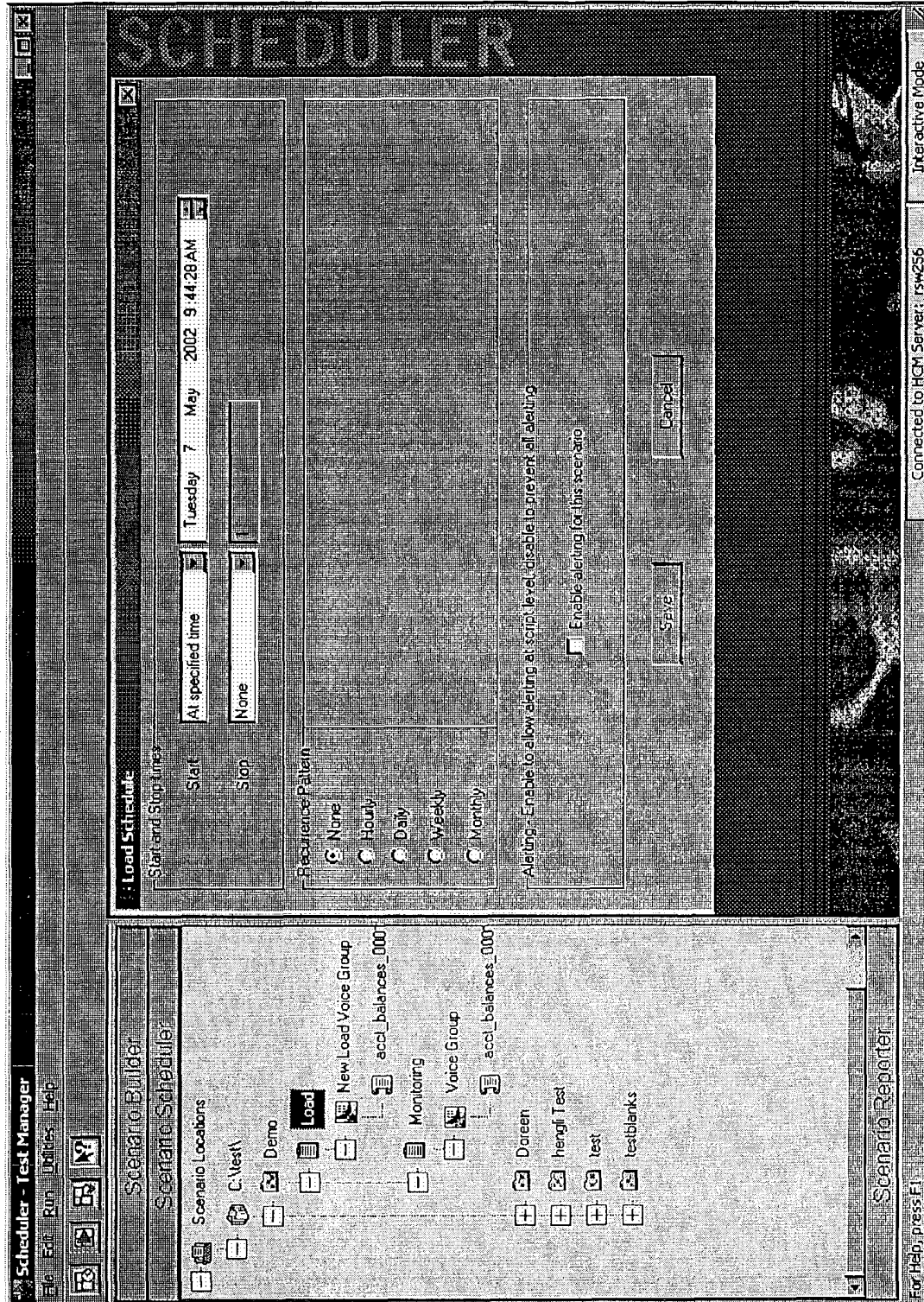


FIG. 16